

**DC Office of Personnel**  
**2002 Asian and Pacific Islander Initiative**  
**Action Plan Annual Report**

**Reporting Period:** October 1, 2001 to September 30, 2002  
(Fiscal Year 2002)

Signature of Interim Agency Director

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Judy Banks

# **D.C. Office of Personnel 2002 Asian and Pacific Islander Initiative Action Plan Annual Report**

## **OAPIA – Executive Summary**

The DC Office of Personnel (DCOP) provides human resource management services that strengthen individual and organizational performance and enable the District government to attract, develop and retain a well-qualified, diverse workforce.

The DCOP FY02 action plan varied little from that of the FY01. The primary interaction of the agency with Limited English Proficiency (LEP) individuals is exclusive to the recruitment process. As such, the FY01 OAPIA Action Plan reflected the development and translation of recruitment materials to better reach the community. The items developed (Work@DCgov brochure and Frequently Asked Questions) have been translated to Vietnamese, Korean, Chinese and Spanish. These items (with the English version) have proven beneficial in providing the general public with necessary information to ensure the District government a diverse and steady supply of qualified candidates to meet the varied needs of both constituents and our primary customers, the Agencies that service those constituents. In addition, the recruitment team was able to attend a variety of community and job fairs to further extend and develop a relationship with the Asian and Pacific Islander community.

Going forward, the DCOP will continue to make use of the materials that have been developed and to target it's recruitment strategy when appropriate. As a standard practice of this strategy, positions that are particularly difficult to fill beyond conventional means are additionally advertised in targeted periodicals and electronic media inclusive of but not limited to Asian Fortune, El Pregonero, The Washington Post and the Monster Board on-line posting service.

To facilitate and further develop a community partnership, the OAPIA coordinator for the DCOP will commit to regular contact with a variety of Asian and Pacific Islander organizations throughout the region. Initially this will involve an introductory meeting and discussion to be followed by a regular dissemination of employment opportunity information on a schedule to be determined. This effort will be supplemented with additional community and job fair attendance as the opportunities arise throughout FY03.

## **OAPIA – Introduction**

**DCOP Mission:** The mission of the DC Office of Personnel (DCOP) is to provide comprehensive human resource management services that strengthen individual and organizational performance and allow the government to attract develop and retain a highly qualified, diverse workforce.

**DCOP Vision:** DCOP will become the recognized leader in public sector human resource management and will actively support the renaissance of our city by building and sustaining a workforce that is flexible, competitive and performance oriented.

**Agency Functions:** DCOP is the human resource authority and clearing-house for agencies under the Personnel authority of the Mayor. As such, the DCOP performs a variety of human resources related functions for current and former DC government employees. In addition, the DCOP acts as the sourcing filter for qualified candidates seeking employment opportunities within those agencies under the Mayor's Personnel authority. The following list provides a brief description of the offices within the D.C. Office of Personnel.

### **Office of the Director**

The Office of the Director ensures that the DC Office of Personnel successfully supports the workforce needs of District government agencies under the Personnel authority of the Mayor.

### **Office of Policy and Performance Management**

- **Policy Division**  
The Policy Division develops policy, regulations and procedures concerning human resource management for the District government and serves as a liaison and advisor to independent agencies on personnel issues. The Policy Division also maintains the District Personnel Manual and the Administrative Issuance System.
- **Performance Management Division**  
The Performance Management Division coordinates all aspects of the Performance Management Program that aims to encourage employee development, promote fairness, provide employees with clear performance expectations and support the District's strategic objectives. This division provides technical assistance on handling performance issues, preparing corrective and adverse actions and making recommendations for incentive awards.

### **Office of Personnel Operations**

The Office of Personnel Operations provides timely and high quality job design, recruitment, applicant screening and transaction processing services so that District agencies always have the staff necessary to provide excellent service. The Office of Personnel Operations provides services from two main offices that maintain the official personnel records of the employees in the departments they serve.

- Judiciary Square Personnel Office

- Reeves Center Personnel Office

#### **Office of Compensation and Benefits**

The Office of Compensation and Benefits provides timely, high quality and competitive compensation and benefits programs that enable the District to attract, support and retain a well-qualified, diverse workforce.

#### **Center for Workforce Development**

The Center for Workforce Development coordinates training programs and activities for District government agencies and employees including senior executives, middle managers, supervisors and front-line employees. The Center provides career assistance, resource centers and specific agency training needs in partnership with universities, vendors and other local training institutions.

#### **Office of Information Technology**

The Office of Information Technology enhances the delivery of the D.C. Office of Personnel's services through state-of-the-art technological solutions.

#### **Office of Administration and Finance**

The Office of Administration and Finance provides support and advisory services that enhance productivity and reduce operating costs for DCOP offices, programs and employees. Office of Administration and Finance programs and services include financial management, budget and accounting, contracting and procurement, records management, inventory control, resource management, real property management and transportation services. The Office of Administration and Finance also serves as the agency liaison to the DC Office of Property Management, the U.S. General Services Administration and other sources of administrative support.

**Overall Agency Action Plan:** The D.C. Office of Personnel strives to deliver quality and timely human resources support service to the 30+ agencies under the Personnel Authority of the Mayor. These agencies are the D.C. Office of Personnel's primary customers; current and former employees of the District government are the close secondary customers to whom we are accountable. A significant proportion of the responsibility of the agency is to ensure the delivery of qualified candidates to meet the personnel needs of our clients. Talent and ability is found in any number of resources. As such, the D.C. Office of Personnel recruitment team works aggressively to target and attract a diverse pool of interested and qualified candidates for client agencies.

## **OAPIA – Accomplishments/Outstanding Tasks**

### **Objective 1 – Translation of Materials:**

The Work@DCgov brochure and Frequently Asked Questions flyer used by the recruitment team have been translated and are used as communications aids at community fairs and job fairs. As with all positions for which special recruitment efforts are necessary, advertisements are translated and placed in the appropriate publications to attract the appropriate candidates as needed. Additional literature (benefits application form, personnel action request form, active duty pay differential form, etc.) used within the DC Office of Personnel is for the use of current and former District government employees.

### **Objective 2 – Diversifying the Workforce:**

The DC Office of Personnel currently has one fully bilingual API employee. Cheng-Szu Hu (202-442-9634; cheng-szu.hu@dc.gov) is a Computer Specialist with the Office of Information Technology at Judiciary Square, Suite 340N. She speaks Chinese (Mandarin and Cantonese).

Srinivas Krishnavarapu was an Information Technology Specialist with the Office of Information Technology. His tenure was from May 2002 through October 2002 as a temporary appointment.

Shaila Gupta (202-442-9630; shaila.gupta@dc.gov) was selected for the Financial Manager position with the Office of Administration and Finance in Judiciary Square, Suite 320S.

### **Objective 3 – Multicultural Training:**

The Center for Workforce Development offers diversity training for all District government employees through the Organizational Skills series. This series of courses is designed to provide employees with an understanding of the current issues facing employees in today's organizations and the skills to help them operate effectively.

Because Center for Workforce Development courses must reach to a broad spectrum of District government employees, the curriculum is necessarily general in nature.

In addition, Tier IV Senior Executive Development and Management Supervisory Service personnel are required to complete additional training through courses SED 400 – Cultural Awareness and 452 – Human Resource Systems II.

### **Objective 4 – Community Partnerships:**

The DC Office of Personnel recruitment team partners with client agencies and the appropriate media outlets to affect a targeted recruitment strategy for difficult to fill positions. This has included attending targeted community and job fairs as well as the placement of advertisements in the appropriate publications and on line media resources.

### **Objective 5 – Community Outreach:**

The DC Office of Personnel recruitment team is focused on providing all agencies under the Personnel authority of the Mayor with a qualified and diverse pool of applicants to fill vacancies. Recruiters find applicants by attending various community and job fairs throughout the DC metro area; visiting college and university job fairs and utilizing

online resume databases. Ethnic newspapers are utilized as necessary to advertise bilingual positions.

DCOP recruiters participated in the following job/community fairs in FY02:

- WPGC Career Fair – March 11, 2002
- ACS Job Fair – May 9, 2002
- Asian Heritage Month Celebration (MLK Library) – May 29, 2002
- Kenilworth Community Fair – June 15, 2002
- Diversity Career Expo – June 19, 2002
- Job Opportunity Fair V – June 21, 2002
- Job Fest DC – July 17, 2002
- Mid Autumn Children's Moon Festival – September 7, 2002

### **Lessons Learned:**

Unlike the majority of District government agencies, the DC Office of Personnel has limited interaction with the general public. As such, encounters with those with Limited English Proficiency are generally sporadic. It is important, however, for the DC Office of Personnel to attract, on behalf of our client agencies, individuals with a bilingual capacity. This is necessary to enable our clients that interact frequently with the community at large to better serve their respective constituencies.

The primary hurdle faced by the recruitment team is simply awareness; significant portions of the general population are unaware of opportunities for employment within the District government. This is particularly the case regarding the Limited English Proficiency community. To overcome this challenge, better communication with organizations servicing these groups is necessary. More thorough dissemination of information to the LEP community will help to attract individuals to the District government to fill not only bilingual opportunities, but also opportunities across the services where a bilingual capacity is not necessary, but is beneficial; as organizations become more diverse, the specific pursuit of diversity as a means to an end becomes unnecessary.

### **Future Plan:**

Beginning January 1, 2003, an aggressive outreach campaign will be initiated with the following Community Based Organizations to extend the recruitment reach of the DC Office of Personnel:

- Vietnamese Cultural Society of Metropolitan Washington
- Boat People S.O.S Washington DC
- Asia Pacific Center for Justice and Peace
- Asia Society – Washington Center
- Asian American LEAD
- Asian Service Center
- Carlos Rosario International Career Center
- Center for Asian Americans
- Chinatown Service Center, Chinese Community Church

- Chinese Consolidated Benevolent Association
- Independent Federation of Chinese Students and Scholars
- Japanese American Citizen League
- Korean Community Service Center of Greater Washington
- National Asian Pacific American Student Caucus of US Student Association
- People Without Borders

These organizations have been selected because of their interaction with the community. To ensure a diversity of talent, these organizations will be regularly provided with employment opportunity information to share with their clientele.

As new materials are created for general recruitment purposes they will be translated to Korean, Vietnamese, Chinese and Spanish for distribution as needed (other languages will be investigated based on demographic data).